

.

From: Nassif, Julianne (DPH)
Sent: Saturday, May 05, 2007 10:26 PM
To: Piro, Peter (DPH)
Subject: RE: Software/instrument Malfunction

me too!

From: Piro, Peter (DPH)
Sent: Fri 5/4/2007 2:47 PM
To: Nassif, Julianne (DPH)
Subject: RE: Software/instrument Malfunction

I absolutely will. That was my last professional courtesy to help them solve this problem (whether it's software or hardware) since they keep hounding me for feedback (every two day to be exact). I've unfortunately been involved with them through three of the D software revisions (plus all of the patches) and now with the new E revision. I don't get the feeling they know exactly what is causing this or they would have fixed it with a patch during the D version of software. At this point I hope it's a hardware problem and a new machine makes our problems disappear.

-----Original Message-----

From: Nassif, Julianne (DPH)
Sent: Friday, May 04, 2007 1:07 PM
To: Piro, Peter (DPH); Stevenson, Allan (DPH); Salemi, Charles (DPH)
Subject: RE: Software/instrument Malfunction

Peter,
Bob Maas agreed to a new instrument yesterday. Please let me communicate with him directly about this matter.
Thanks,
Julie

-----Original Message-----

From: Piro, Peter (DPH)
Sent: Friday, May 04, 2007 12:59 PM
To: Stevenson, Allan (DPH); Nassif, Julianne (DPH)
Subject: FW: Software/instrument Malfunction

-----Original Message-----

From: thomas_nagy@agilent.com [mailto:thomas_nagy@agilent.com]
Sent: Friday, May 04, 2007 11:57 AM
To: Piro, Peter (DPH)
Subject: Re: Software/instrument Malfunction

Thanks Pete:

I have forwarded this info. to Steve Hite.

Tom

----- Original Message -----

From: Piro, Peter (DPH) <Peter.Piro@state.ma.us>
To: thomas_nagy@agilent.com <thomas_nagy@agilent.com>
Cc: Stevenson, Allan (DPH) <Allan.Stevenson@state.ma.us>; Nassif, Julianne (DPH) <Julianne.Nassif@state.ma.us>;

Bob_Maahs@agilent.com <Bob_Maahs@agilent.com>

Sent: Fri May 04 09:56:03 2007

Subject: Software/instrument Malfunction

Tom,

The new version of software that came with the computer aborted my sequence during my second run. After injecting a sample, and while running, chemstation closed down. Everything needed to be rebooted to get the instrument to work. If your in-house people claim this software can do thousands of injection without a problem then maybe my instrument needs to finally be replaced.

Peter Piro

Drug Laboratory